

Quality Control Assessment carried out at 5:00 p.m. 30 June

Deliverables meets sponsors expectations and stipulations		
Criteria	Satisfied	Comments
All work completed to the approved plans (and any/all amendments)	Yes	The deliverables are in accordance with the plans
Electrical fittings to be level/horizontal	No	The power point in the bathroom was crooked and didn't match the rest of the fittings. This is NOT something that can be taken up with the project manager or building contractor as the owners were providing the electrical work.
Tapware to be level/horizontal and consistent (e.g: all hot water taps to be on the right),	Yes	No defects
Paint not to be evenly distributed (no thin spots) and not splattered on the tiles, cupboards, fittings (or anywhere it shouldn't be)	Yes	No defects
Plastering to be neat	No	There are blobs of plaster around the door frame in the toilet. Project manager has been made aware. • Cause of the variance – most likely poor attention to detail by plasterer. Painter should have brought it to the attention of the building contractor before painting over the blobs. • Action taken – project manager reported defect to building contractor to be rectified by the plastering contractor at their cost.

Lessons learnt from this audit:

- All quality requirements need to be spelt out and not taken for granted or assumed. E.g: Even though it is reasonable to assume that a plasterer would know that it is not acceptable to leave blobs of plaster on any walls or ceiling.

Recommended improvements:

- Sub-contractors to better instructed by the building contractor, on the quality standards required.
- Project manager to undertake audits at the completion of one contractors work before handing over to the next contractor.

Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.

Overall, for the only defect in the project to be a blob of plaster on the wall (assuming the building, electrical and plumbing certificates are supplied in time) that indicates that the quality management processes and procedures are good. Some tweaking is required, but overall the processes and procedures are effective in producing the deliverables.